

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Serial No. .... 10/826,160  
Filing Date ..... 4/15/2004  
Confirmation No. .... 8619  
First Named Inventor ..... Hua-Jun Zeng  
Assignee ..... Microsoft Corporation  
Group Art Unit ..... 2168  
Examiner ..... Aaron J. Sanders  
Attorney's Docket No. .... MS1-1892US  
Title: ..... Mining Service Requests for Product Support

To: Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

From: Brian G. Hart (Tel. 509-324-9256; Fax 509-323-8979)  
Customer Number: 22801  
Lee & Hayes, PLLC  
421 W. Riverside Avenue, Suite 500  
Spokane, WA 99201

Fees will be paid by credit card through the EFS Web; however the Commissioner is hereby authorized to charge any deficiency of fees and credit any overpayments to Deposit Account Number 12-0769.

Respectfully Submitted,

Dated: July 27, 2007

By: / Brian G. Hart Reg. No. 44,421 /  
Brian G. Hart  
Reg. No. 44421  
(509) 324-9256